Installation Status Report – Services AAR VTC

Personnel & Community and Info Technology

Thursday, 26 August 2004

Agenda

- **Administrative Announcements/Welcome**
- **AAR Issues**
  - 01. CPAC (Civilian Personnel Advisory Center)
  - 07. (Military) Personnel Manning
  - 08. Military Personnel Services
  - 09. Substance Abuse
  - 10. Army Community Service
  - 11. Child and Youth
  - 12. Sports, Recreation, and Libraries
  - 13. Business Operations
  - 51. Army Lodging Management
  - 14. Continuing Education Services
  - 15-19. All IT Metric Services
  - 17. Document Management
  - 20. Information Technology (IT) Management

Service 01. Civilian Personnel Advisory Center

- Topics for Discussion
  - NERO Recommended PM – "Percentage of first-line supervisors of civilians that have completed mandatory civilian personnel management (supervisory) training."
    - •Data element 'a': Number of first line supervisors trained (civilian and military). Data element 'b': Number of first line supervisors in population (supervisory code = 1 or military equivalent).
    - •Standards – Green = 100% to down to 90%, Amber = Less than 90% down to 75%, Red = Less than 75%.
      - HQDA Functional will coordinate with Ms. Perkins, who suggested this metric, to determine it's feasibility. It is imperative that this be an automated solution (topload) so we can centrally manage this metric for the installations.

    HQDA POC states that all of the experts agree it currently is impossible to get an accurate, automated metric of who has taken the training. Until the method and system for inputting this variable is solidly in place, the proposed performance metric is of no use whatsoever. POC will continue to check periodically to track progress on this aspect of Civilian Human Resources training administration.

Service 01. Civilian Personnel Advisory Center

- Topics for Discussion (Recommended PM Addition)

  POC Statement on Previous slide addresses these items.

  - We have a data element in DCPDS called “Position Supervisory” whose codes identify whether a position is managerial, supervisory, or non-supervisory. The code is mandatory, so when an employee is promoted to a first-line supervisor position, theoretically the code changes. The question is does this happen immediately or does it “catch-up” with an employee after some unknown period of time. A data element identifying a “supervisor probationary period” is preferable.

  - The AG-1 Civilian Personnel doesn’t have direct access to a database that would identify military supervisors of civilian employees and it is unclear that we would obtain permission to obtain that information from the military. Recommend excluding the military requirement.

  - There are two mandatory first-line supervisor courses. One is an on-line distance-learning course called the Supervisor Development Course (SDC). The other, called Leadership Education and Development (LEAD), is conducted locally at installations. Completion of LEAD is much more accurately represented in DCPDS. It is assumed that LEAD is the mandatory course NERO is suggesting.

  - If the performance metric is viable, we will conduct an analysis to determine where it is most reasonable to set the green, amber, red standards.

Service 01. Civilian Personnel Advisory Center

- Resolved Issues
  - Issue #04-3291 – Add more performance measures.
    - Intent is to break out the customer satisfaction score into six components, which will create a larger number of PMs that count towards the Service C-Rating. NOTE: All data is toploaded from HQDA, so there is no workload on the installation. – **VTC Concurrence.**
  - Issue #04-3008, #04-3099 – Skewed results with the Army Civilian Attitude Survey.
    - Intent is to use the Supervisor Assessment of CPAC Performance survey for future data collections. The customer satisfaction score will also be broken down into six individual PMs. - **VTC Concurrence.**
  - NERO Recommendation – PM 01-02 – For IMA PMRs, recommend this satisfaction score be reported quarterly based on customer service surveys (i.e., ICE).
    - **HQDA Non-Concur**: Point of transaction surveys are often skewed negatively and do not control for multiple survey responses. **VTC Concurrence.**
  - NERO Recommendation – Recommend service name change to Civilian Personnel Services.
    - **HQDA Concurs - VTC Concurrence.**

Service 07. (Military) Personnel Manning

All Performance Measures are being reviewed by the HQDA POC to include the CLS SAT Results.

- Topics for Discussion

  - Issue #04-3408 – O&O Plans to be updated to reflect the SAT recommendations to move military career professional development to the HRC and the unit. *Submitted by Ron Knowles (IMA HQ).*

  - Issue #04-3009 – PM 07-01 and 07-02 do not measure work done in the Military Personnel Division, but actions done at the unit or PAC level. *Submitted by Gordon Smith (NERO).*

Service 08. Military Personnel Services

All Performance Measures are being reviewed by the HQDA POC to include the CLS SAT Results.

Topics for Discussion

- Issue #04-3009 – PM 08-02 do not measure work done in the Military Personnel Division, but actions done at the unit or PAC level. *Submitted by Gordon Smith (NERO).*

- Issue #04-3014 – Develop new measures that take customer volume into account. *Submitted by Gordon Smith (NERO).*

- Issue #04-3409 – Recommendation to modify Services/Manning O&O plans to omit certain functions (e.g., AER, CFC, Requests for Indebtedness, etc.). *Submitted by Ron Knowles (IMA HQ).*

Service 08. Military Personnel Services

All Performance Measures are being reviewed by the HQDA POC to include the CLS SAT Results.

- Topics for Discussion
  - PM 08-01
    - Issue #04-3010 – Delete PM. *Submitted by Gordon Smith (NERO).*
    - Issue #04-3568 – Split this PM into two separate measures (see NERO recommendations). *Submitted by MAJ Stephen Butler (SERO).*
  - PM 08-03
    - Issue #04-3011, #04-3331 – Delete PM. *Submitted by Gordon Smith (NERO), Darrell Williams (SWRO – Fort Sill).*
  - PM 08-04
    - Issue #04-3012, #04-3159 – Delete PM. *Submitted by Gordon Smith (NERO), Ed McCargo (EURO).*
    - Issue #04-3570 – Clarify the types of actions to capture. *Submitted by MAJ Stephen Butler (SERO).*
    - Issue #04-3572 – Revise data element 'a' to be measures IAW the Army Availability Factor. *Submitted by Maria Richa (SERO – Fort Buchanan).*

Service 08. Military Personnel Services

All Performance Measures are being reviewed by the HQDA POC to include the CLS SAT Results.

- Topics for Discussion
  - PM 08-05
    - Issue #04-3013 – PM does not relate to cost requirements. *Submitted by Gordon Smith (NERO).*
  - NERO Recommendations to add the following measures:
    - Average time to complete ID Card Transactions.
      - Standards – Green = 30 minutes or less, Amber = More than 30 minutes up to 60 minutes, Red = More than 60 minutes.
    - Average time to complete In/Out Processing.
      - Standards – Green = 30 minutes or less, Amber = More than 30 minutes up to 60 minutes, Red = More than 60 minutes.

Service 08. Military Personnel Services

All Performance Measures are being reviewed by the HQDA POC to include the CLS SAT Results.

- Resolved Issues
  - PM 08-02
    - Issue #04-3569 – Data from TAPDB can be misleading. Very few installations can meet the timeliness standards.
      - Most installations can meet the seven-day standard even with late strength transactions. Report was designed to allow seven days to process transactions even though the AR cites that they must be input by the following morning.

Service 09. Substance Abuse

- Resolved Issues
  - Issue #04-3411 – Revise ISR PMs to accommodate the impact of the counselors not on the Installation TDA.
    - Outcome of CLS pending.
  - Issue #04-3436 – Difficult to attract qualified ASAP civilian counselors to Korea. Officially recognize positions as 'Hard-to-Fill' and recruit appropriately.
    - **HQDA Concurs**, but this is an IMA issue. VTC Concurrence.
  - PM 09-01
    - Issue #04-3103 – Installations exceeded maximum number of Civilian TDPs by more than 30,000. Raise data element maximums to 50,000 (from 5,000).
      - **HQDA Non-Concur**: There are only 30,000 TDPs in the entire Army.

      VTC Concurrence.

Service 09. Substance Abuse

- Resolved Issues
  - PM 09-02
    - Issue #04-3428 – PM should only count discrepancies that negate testing.
      - **HQDA Non-Concur**: Only one discrepancy should be counter per specimen (regardless of how many are received). **VTC Concurrence.**
  - PM 09-03
    - Issue #04-3086 – ASIP topload does not include augmentees, which results in inaccurate rating. Make data editable.
      - **HQDA Non-Concur**: Installation needs to be measured by its authorized AC population. Including augmentees will make it easier to meet the standards in PM 09-03.

    Data element 'a' will not include Augmentees.

  - PM 09-04
    - Issue #04-3382 – PM is a clinical issue, to be handled by a clinician – there is no clinician on Okinawa. Seek to hire a clinician on Okinawa.
      - **HQDA Concurs VTC Concurrence.**

Service 09. Substance Abuse

- Resolved Issues
  - PM 09-05
    - Issue #04-3086 – ASIP topload does not include augmentees, which results in inaccurate rating. Make data editable.
      - **HQDA Non-Concur**: Installation needs to be measured by its authorized AC population. Including augmentees will make it harder to meet the standards in PM 09-05. Data element 'a' will not include Augmentees
    - Issue #04-3571 – Trainees should not be included in data element 'b'. Make data editable.
      - HQDA is considering eliminating Line Item F from the ASIP formula.

      Line item F will not be included in formula.
    - NERO Recommendation – Delete PM and replace with the following: "Percentage of active duty Soldiers receiving 4 hours or more of required Substance Abuse Awareness Training."
      - As this is an annual measure, there is no reliable means to measure the data due to constant turnover of personnel throughout the year.
      - This recommendation only gives credit for soldiers who complete four hours of annual training. There is no allowance for soldiers/installations that manage to conduct some training, but fail to meet the four hour requirement. The current PM provides HQDA a measure of how much training is being conducted; vice how many soldiers have trained to standard.

      Standards have been changed to include an Amber rating.

Service 09. Substance Abuse

- Resolved Issues
  - PM 09-07
    - Issue #04-3145 – Standards should be consistent with AR requirements.
      - AR 600-85 states that the Commander has three duty days to complete a referral. This does include appointment and initial screening – only the Commander's referral. ***NOTE:*** CLS SAT has recommended deleting this measure. HQDA will concur upon final IMA decision.

      POC awaiting update.
  - PM 09-08
    - Issue #04-3382

      Issue did not require a response.
  - PM 09-09
    - Issue #04-3382 – IMA seeking funding for a Risk Reduction position in Japan.

      This is not an ISR Issue.

Service 09. Substance Abuse

- Resolved Issues
  - PM 09-10
    - NERO Recommendation: Change Data Elements. The importance of this measure is to ensure that all required certifications are obtained. In some cases, one staff member is certified in more than one of the required functional areas (EAP, IBTC and PC). Where this exists each certification should be counted, regardless of people on staff.
      - **HQDA Non-Concur**: Purpose of the PM is to ensure that all staff assigned to the three certification areas are certified. To have one out of three staff members certified in all three areas, and the other two not certified in any, does not meet the standard. A staff member assigned to an IBTC position for example, cannot perform the function without being certified. We are trying to get away from one-person/triple-hatted staffs.

        Item will be addressed in follow-on CLS.

        The standards have been changed and now include an Amber rating.

Service 10. Army Community Service

- Resolved Issues - **VTC Concurrence for all.**
  - Issue #04-3092 – Toploaded data was incorrect.
    - Nothing is toploaded that can not be verified by the Installation. If it is found that topload data is incorrect, fixes are sent to ACSIM for posting to the ISR website.
  - Issue #04-3576 – ACS funding data is not easily available.
    - IMA provides the installation breakout to the installations prior to the fiscal year.
  - Issue #04-3168 – Implementing instructions do not relate what makes up the rating points for each data element. Include the MWR standards for each data element and where the information comes from.
    - Appendix A currently lists the data source and standards for each data element on the Service 10 worksheet (data source and performance measure calculation portions of the worksheet).

Service 10. Army Community Service

- Resolved Issues - **VTC Concurrence for all.**
  - Issue #04-3301 – The PM downgrades the rating if an Installation does not have a full complement of facilities.
    - Issue unclear. The only data element that addresses facilities is the ACS Center Accreditation score. In addition, the Accreditation standards were revised for installations with less than 500 military.
  - Issue #04-3333 – Unable to see toploaded data elements 'd' and 'e'.
    - Based on the MWR Baseline data received from CFSC, Fort Sill did not report data for the Referrer Survey or Staffing Scores, which is why the data fields were blank.
  - Issue #03-3334 – Disagree with toploaded data elements 'b' and 'c'.
    - All data is obtained from the MWR Baseline Standards. Nothing is toploaded that can not be verified by the Installation. If it is found that topload data is incorrect, fixes are sent to ACSIM for posting to the ISR website.

Service 11. Child and Youth

- Resolved Issues - **VTC Concurrence for all.**
  - Issue #04-3336 – Unable to see the toploaded data for PMs 11-01 through 11-06 and 11-08.
    - Given the structure of the performance measures, the only "data" that will be seen is the resulting G-A-R color rating based on the answers to the questions. PM 11-08 was rated N/A for the 2004 data collection, therefore no data would be viewed.
  - Issue #04-3202 – In reporting procedures, for PMs 11-07 and 11-08, separate boxes are recommended to capture on- and off-post installation youth population figures.
    - These two PMs were rated N/A for the 2004 Data Collection and will be again in 2005 until the Space Accountability Report can be verified against FY05 resources. At such time that the PMs are reactivated, sufficient guidance will be issues to resolve any 'space count' problems.

Service 12. Sports, Recreation, and Libraries

- Resolved Issues
  - Issue #04-3015, #04-3322 – PM 12-01 through 12-03. Disagree with toploaded customer surveys. Data is ambiguous and four years old. Recommend developing standardized customer survey reporting.
    - CFSC continues to consider these useful measures. CFSC is coordinating the 2005 Leisure Needs Survey and Survey of Army Facilities for use in the 2006 ISR Data Collection.

    VTC Concurrence
  - Issue #04-3384, #04-3437 – Conduct Leisure Needs Survey on an annual basis.
    - **HQDA Non-Concurs**: CFSC is not resourced to centrally administer and conduct a survey of this scope on an annual basis.

    VTC Concurrence
  - Issue #04-3270, #04-3364, #04-3573, #04-3578, #04-3582 – RecTrac is still not set-up correctly. Recommend not using RecTrac in ISR reporting.
    - **HQDA Non-Concur**: The MWR BOD mandated the use of RecTrac and IMA has instructed Regions, Garrisons and MWR facilities to comply.

    ISR Team investigating possibility of SR&L having non-RecTrac dependent PM.

Service 12. Sports, Recreation, and Libraries

- Resolved Issues
  - Issue #04-3374 – Toploaded populations in the ISR are much lower than the toploaded population in the MWR Standard Assessment Tool. Recommend re-looking ASIP topload formulas and integrate with the MWR Standard Assessment Tool.
    - **HQDA Concurs** **VTC Concurrence – The MWR Standard Assessment Tool is being updated and the ASIP formula is being changed.**
  - Issue #04-3323, #04-3410 – Need to validate the toploaded population for PMs 12-07 through 12-13. SAT made the assumption that the recreation services served all specified population.
    - The ASIP figures are designed to highlight the fact that Garrison recreation programs are already inadequately funded to serve the 'core' patrons, much less all authorized users.

    HQDA POC will work to ensure topload data is accurate.
  - Issue #04-3574 – Recommend separate sheets for each facility (some installations have multiples of one type due to demand). Data collection needs to begin in time to allow installations to make a reasonable effort, regions to provide a useful review and time to topload.
    - **HQDA Concurs with suggestion**. **VTC Concurrence.**

Service 12. Sports, Recreation, and Libraries

- Resolved Issues - **VTC Concurrence for all.**
  - Issue #04-3575 – Establish a baseline standard for each location of each activity. With two locations, more equipment and supplies along with more personnel are definitely needed.
    - Baseline standards reflect only requirements for APF. CFSC is currently working to refine the assessment tools to incorporate additional assessments to accommodate installations that require them.
  - Issue #04-3375, #04-3577, #04-3579, #04-3580, #04-3581 – Improve Excel spreadsheet/Develop web-based assessment tool.
    - **HQDA concurs** with the suggestion. CFSC is currently working to refine the SRL Assessment Tool.
  - Issue #04-3604 – Topload data is incorrect. Provide the installation the data/data sources that are used for the standards, so they are better prepared to comment on red color ratings.
    - All toploaded data comes from existing Army Databases – MWR Baseline Assessments, Leisure Needs Survey and ASIP – which should be readily available to the installation.

Service 12. Sports, Recreation, and Libraries

- Resolved Issues - **VTC Concurrence for all.**
  - Issue #04-3321 – Standardize method for data collection via RecTrac.
    - **HQDA Concurs**
  - Issue #04-3110, #04-3335 – Clarify data element 'a' of PM 12-08; develop automated system to capture data.
    - CFSC is currently working to create a centralized web-based system to capture all users.
  - Issue #04-X0002 – Update the standards for PM 12-08
    - **HQDA Concurs**

Service 13. Business Operations

- Topics for Discussion
  - Issue #04-3611 – HQDA recommends splitting PM 13-01 into three separate measures:
    - Garrison will meet budgeted NBD for Food, Beverage and Entertainment Operations.
    - Garrison will meet budgeted NIBD for Golf Operations.
    - Garrison will meet budgeted NIBD for Bowling Operations.
      - Should this change be carried forward to Service 91 as well??

    This PM has been split out into three PMs as listed above.
  - Issue #04-3016, #04-3200 – Topload is incorrect. Category C data was not included.
    Submitted by Joan Curry and Tammy Widrick (NERO).
    - Mr. Glotfelty (CFSC) indicated that the data was incorrect because only SMIRF data was used.

    VTC Concurrence.

Service 51. Army Lodging Management

- Resolved Issues
  - PM 51-02
    - Issue #04-3042 – AR 210-50 states that the acceptable occupancy rate is 75%, thought the ISR standard is 80%. Change standard to match the AR.
      - **HQDA Non-Concur**: The standard is consistent with the February 2004 MWR BOD approved standards. **VTC Concurrence.**
    - Issue #04-3123 – Topload data. IMA provides this data to CFSC during annual data call.
      - **HQDA Concurs - Data will be toploaded.**
    - Issue #04-3173 – Unclear how to determine data element 'b.'
      - **OBE**. Data to be toploaded. **VTC Concurrence.**
    - Issue #04-3201 – Current PM includes adequate and inadequate lodging. DVQ occupancy skews the overall occupancy rate. Breakout rates by type of facility.
      - **HQDA Concurs** with suggestion to breakout rates by facility, though this will be tabled until 2008 ISR in order to capture data in automated fashion.
      - **HQDA Non-Concur** with comment that DVQ skews the occupancy rate.

      VTC Concurrence.

Service 14. Continuing Education Services

- Topics for Discussion – Waiting for POC update.
  - NERO Recommendations
    - PM 14-01 – Update data elements as follows:
      - Data element 'a': Total number of eligible soldiers participating in off-duty *educational programs*, Post Secondary and/or Vocational Technical programs annually (DA 1821, Part *C-5 total, Draft AR 621-5 or ACES Oracle db Part 11c, Post-Secondary totals*).
      - Data element 'b': Total Active Duty soldiers supported with HQ diploma or equivalency, but less than a Graduate degree as reported in installation eMILPO data, Education Level Certificate Codes.
    - PM 14-05 – Delete PM. No value added – just a combination of PM 14-01 and 14-02.
    - New Measure – "Customer satisfaction favorable ratings for wait times, quality of counseling and availability of services."
      - Recommendation to hold (Rate N/A) until standardized ICE questions can be developed.

Service 14. Continuing Education Services

- Topics for Discussion
  - Issue #04-3397 – Current O&O plan does not list eArmyU as the responsibility of the Garrison education center. Revise/update O&Os.

  This is currently being staffed. Additionally, eArmyU is not Army-wide.
  - Issue #04-3398 – SAT recommends that transcript consolidation be moved via ACE Registry Transcript Service.

  HQDA POC and IMA to review.

Service 14. Continuing Education Services

- Resolved Issues - **VTC Concurrence for all.**
  - Issue #04-3017, #04-3089, #04-3131, #04-3341 – Cited data sources do not capture enrollees making data for most of the measures inaccurate. Consider modifications to EDMIS that will capture enrollees.
    - Continuing efforts are being made to clean-up databases of record. All measures will be reviewed prior to ISR 2005.
  - Issue #04-3126 – Collect more mission relevant data (e.g., TOA, Counseling, etc.)
    - HQDA agrees that data is useful, but is already collected in DA From 1821.
  - Issue #04-3395 – Create measures that capture distance learning.
    - PM 14-01 and 14-03 should suffice in covering the output of distance learning.
  - Issue #04-3396 – EDMIS data should be the data source for CLS, but EDMIS data does not currently support requirements.
    - Continuing efforts are being made to improve databases of record.

Service 14. Continuing Education Services

- Resolved Issues
  - Issue #04-3438 – Soldiers in Korea are not able to take advantage of educational programs (request exemption from reporting).
    - **Issue tabled**: More details required from KORO.

    KORO to discuss offline.
  - PM 14-01
    - Issue #04-3605 – Outdated data source for data element 'a'.
      - Instructions for ISR will be revised to reflect the new standard format.

      HQDA POC verifying data source.
  - PM 14-02
    - Issue #04-3257, #04-3340 – Unable to determine BSEP eligibles due to problems with EDMIS.
      - HQDA will review. Until recently, HQDA was unaware of the GT scores not transferring from eMILPO to m-EDMIS.

      HQDA POC to provide status.

Service 14. Continuing Education Services

- Resolved Issues - **VTC Concurrence for all.**
  - PM 14-03
    - Issue #04-3258, #04-3299 – Not all distance learning data can be captured.
      - Recommend using Discover query or creating MOU with distance learning providers around the country.
    - Issue #04-3605 – Outdated data source for data element 'a'.
      - Instructions for ISR will be revised to reflect the new standard format.
    - Issue #04-3608 – Delete PM.
      - **HQDA Non-Concur**: This information is valuable to Army Senior Leadership.
  - PM 14-04
    - Issue #04-3259 – The availability of CLEP tests has declined. Deployments have seriously affected the number of DANTES tests administered.
      - HQDA is aware of the effect of the CBT eCLEPS. Deployments should be factored into data element 'b.'

Service 14. Continuing Education Services

- <u>Resolved Issues</u>
  - PM 14-04
    - Issue #04-3292 – Data set includes the entire soldier population versus the number of soldiers who would benefit from DANTES.
      - HQDA is looking into revising data element 'b' for PM 14-01, 14-03, 14-04 and 14-05.
    - Issue #04-3342 – Installation Education Centers are prohibited from providing on-line tests to soldiers.
      - DANTES is working this with several testing entities, but is working this for all services, so HQDA has little influence in the situation.
  - PM 14-05
    - Issue #04-3018, 3019, 3101, 3187, 3198, 3294, 3607, 3609 – ASIP topload is not accurate.
      - HQDA will review ASIP formula prior to 2005 ISR Data Collection to see if students/trainees and TDY personnel can be excluded.

Service 15-19. All IT Metric Services

- Resolved Issues
  - Issue #04-3313 – Need to create new PMs that more adequately measure quality and quantity of IT services.
    - **HQDA Concurs**

    IT PMs have updated the metrics measured within the each Measure.

    POC is developing new 'non-metric' PMs to be implemented for FY05.
  - Issue #04-3425 – Timeline conflicts between IT/VI Metrics Data collection and ISR.
    - Intent is to topload IT/VI Metrics data for the 2005 ISR Data Collection.

    The topload is scheduled to take place no earlier than late January. This is completely based on RCIO validation. It is imperative to report data on time to have it loaded into the ISR web at the earliest possible time.

Service 17. Document Management

- Resolved Issues - VTC Concurrence
  - Issue #04-3210 – Recommend "Unit Mail" be included as part of Document Management metric.
    - Currently, the fourth capability, entitled 'Document Management', the IT Metrics program has an attribute entitled '4.4 – Unit Mail.‘

Service 20. IT Management

- <u>Resolved Issues</u> – Service is to be deleted.
  - Issue #04-3211 – Develop PMs for this service.
    - Functions traditionally captured under Service 20 have been incorporated into the metrics for Svcs. 15-19. No additional measures will be created for this service.

Questions?

The next two VTCs will be held Monday, 30 August from 1000 to 1200 (Logistics) and 1300 to 1500 (Engineering).